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Kawarthas

Authorized Recreation Family Handbook



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WHO WE ARE

Mission Statement

To provide a safe, supportive place where children and youth can experience new opportunities, overcome barriers, build positive relationships and develop confidence and skills for life.

Our Vision

All children and youth discover and achieve their dreams and grow up to be healthy, successful and active participants in society.

Core Values

Belonging

We welcome everyone in a safe, accepting environment based on belonging and positive relationships.

Respect

We ensure that everyone-children, youth, families, volunteer and staff- is heard, respected, valued and treated fairly.

Encouragement & Support

We work together with young people, families, volunteers, our communities and government.

Working Together

We work together with young people, families, volunteers, our communities and government.

Speaking Out

We speak out with children, youth and families so that we can make our world better.

Our Philosophy

To provide a welcoming, safe, engaging, and positive environment that promotes healthy relationships, learning and development.

Prohibited Practices (as set out in section 48 of Child Care Early Years Act)

Physical punishment and other harmful disciplinary practices in the classroom are prohibited to protect the emotional and physical well-being of children. The Ministry of Education provides explicit details regarding prohibitive practices that are reviewed by all employees, students, and volunteers during orientation and annually.

Please see [Appendix 2](#) to review the complete list of prohibitive practices

REGISTRATION & ADMINISTRATION

Registration

For the safety of your child, we must be aware of all pertinent information relating to your child. Before your child may begin care, the following information must be supplied to the Club office:

- A fully completed application/registration package is required to be completed in full prior to attending a Club Program. ((including waivers, medical information, behaviour information, authorized to pick up)
- A copy of any documents relating to the custody of your child
- Program fees vary per program and are payable upon registration.
- Participants must be registered and paid in full by noon the business day prior to attending the program.

- Please note spaces are limited.
- We reserve the right to remove any child/youth from any program should we deem it necessary. No refund will be granted under these circumstances.

Online Registration

- **Please note:** Licensed Childcare programs, some authorized recreation programs, and any 3rd party payments for service are NOT available online.
- Only payments by credit card /existing credit on account will be accepted by the online registration system. Service charges are applied to all internet transactions and are paid directly to the online service provide.
- Families can update their information, donate to the Foundation, access information i.e., tax receipts, share program information on social media and much more!
- If your information is already on Active Net, please use your existing email and choose forgot password. The system will send you a new password to proceed so you do not have to create a new profile.
- If you need any assistance, please contact our customer service team for assistance.

Financial Assistance

- If you require financial assistance for child care please contact:
 - City of Kawartha Lakes Child Care Fee Subsidy 1-877-324-9870.
 - Peterborough Fee Subsidy 705-748-8830
- Contact or visit the Club if you need financial assistance for any of our programs, services, and the annual administration fee.

Receipts

Some program fees are income tax deductible. Families can go online to print out a yearly tax receipt or view account details by going on www.bgckawarthas.com/register. Families may request to have a tax receipt prepared by contacting BGC Kawarthas at 705-324-4493 ext. 200

Refunds

- Will be provided if the family communicates the cancellation by the required timeline (varies for programs).
- When the Club is closes for an unexpected reason.

Late Pick-Up Fees

Families are required to pick up and depart the Centre/Program by the posted closure time. Where a parent/guardian is unable to pick up prior to closing, it is the parent/guardian's responsibility to contact an emergency contact to arrange for alternate pick up. When a parent/guardian is en route to pick up the child, but will arrive after the closing time, the parent/guardian is required to inform the staff of the circumstance and expected arrival time. If a child is picked up late a fee of \$20 per half hour or part thereof per child will be charged and added to the family's monthly invoice. For further clarification if a family picks up their child anytime between 6:01 - 6:30 they would be subject to the \$20 fee. The Centre clock will be used as the official time.

Please see [Appendix 5](#) for our complete Late Pick Up Policy

Dishonored Cheque Fees

A \$15 service charge is applied to all dishonoured cheques returned by the bank. Should this occur on more than one occasion a new payment method will be required.

Wait List

A waiting list for families requesting child care is maintained when child care spaces are not currently available.

Please see [Appendix 3](#) for our complete Wait List Policy

Hours of Operation (All programs operate Monday-Friday)

Program	Grades/Ages	Hours
Lindsay After School (Authorized Recreation)	Gr. 1 - 8	3:00 – 6:00 pm
Peterborough After School- Westmount P.S.	JK - Gr. 8	School Dismissal- 6:00 pm
Peterborough After School- Edmison P.S.	JK - Gr. 8	School Dismissal- 5:30 pm
Peterborough After School- James Strath P.S.	JK - Gr. 8	School Dismissal- 6:00 pm
Coboconk After School	JK - Gr. 8	School Dismissal- 6:00 pm
Kirkfield After School	JK - Gr. 8	School Dismissal- 6:00 pm
Lindsay PA Days	4 – 12 years	8:00 – 6:00 pm
Lindsay Camps (Holiday, March Break, Summer)	4 – 12 years	8:00 – 5:30 pm
Lindsay Early Care for Camp Days	4 – 12 years	6:30 – 8:00 am
Lindsay Extended Care for Camp Days	4 – 12 years	5:30 – 6:00 pm
Peterborough Camp Programs	4 – 12 years	8:00 – 6:00 pm
Norwood Camp Programs	4 – 12 years	8:00 – 6:00 pm

Programs may close early on Christmas Eve, New Years Eve, and Halloween

Closure Dates – The programs will be closed on the following dates. If the statutory holiday falls on the weekend and an alternative closure date will be communicated.

Recognized Holidays & Additional Closure Dates Recognized by BGC Kawarthas

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Day
- Labour Day
- Thanksgiving Day
- Christmas Day
- Boxing Day
- Additional closure days around Christmas break will be communicated to families in November.
- Professional Development Days (communicated at least 6 weeks in advance)
- Program cancellations due to weather
- Last Friday in June (Camps are closed)
- Peterborough Summer Camp (closed last week of summer)
- Lindsay Summer Camp (closed the last day of summer break)

Inclusion

BGC Kawarthas strives to be an inclusive place for children, youth and families. In serving families from a variety of backgrounds, we aim to integrate diverse family values into our programs. Our goal is to reduce barriers and will work with families to meet needs related to culture, language, gender, health and different abilities. If a participant requires accommodations or supports to participate in Club programs, please let us know at time of registration. Program supports are limited due to funding and we may not be able to accommodate all.

Licensed Child Care and Authorized Recreation Program Disclosure

At our Lindsay, Dunsford, and Mariposa program locations we offer both Licensed and Authorized Recreation programs (unlicensed).

Please see [Appendix 4](#) for our complete Program Disclosure Attestation.

WHAT TO EXPECT

Arrivals/Departures

Employees and volunteers follow all policies to ensure safe and secure greetings and departures for all children and youth programs. BGC Kawarthas will ensure that any child participating in a care program is only released to the child's parent/guardian or an individual listed on the child's authorized pick-up list. A record of the daily attendance for each child received in a registered Club program shows the time of arrival and departure of each child or if a child is absent.

Where a parent/guardian provides written instructions for the release of their child, the child must be at least 10 years of age from a Club program without supervision. The parent/guardian will provide written instructions that will include the specified time the child will be released. The parent/guardian is aware that the Club program is no longer responsible for that child upon their dismissal.

Where a child does not arrive in care as expected or is not picked up as expected, employees must follow the safe arrival and dismissal procedures as set out in the procedure.

For the full Recording Attendance, Safe Arrival, Greetings and Departure of Participants Policy refer to [Appendix 8](#)

Custody Agreements

Please be advised, in situations where custodial concerns are occurring, the centre may not refuse the release of a child to a parent/guardian at the request of the other parent. We must have an up-to-date legal document on premise and follow the specifically outlined custodial arrangements.

Program to Program Information Exchange

For the safety and wellbeing of participant in our care, BGC Kawarthas will share information between other BGC Kawarthas program areas as participants transition or enroll in new BGC Kawarthas programs.

Supervision of Volunteers

Volunteer and placement students may not be counted in the staff ratio. Direct unsupervised access is not permitted for persons who are not employees of child care centres.

Outside Play

Participating in outdoor play and activities is a big part of our programs, please ensure your child is dressed for the weather.

Closure Due to Weather/Bus Cancellations

In the case of extreme weather, the Club may be closed. Program closure notifications will be available on BGC Kawarthas social media sources and at sometimes BOUNCE Radio. If inclement weather

progresses throughout the day, for the safety and wellbeing of families and staff, the program may close early. All families will be contacted and asked to pick up their child early.

Food & Snacks

Meals/Snacks/Beverages Provided from Home for Participant

Parents/Guardians are required to adhere to the set guidelines when providing children with lunches, snacks, and beverages to bring to program.

- All participants enrolled in camp programs must supply their own lunch and snacks. (Lunch, at least 2 snacks, and a refillable water bottle)
- All food and products brought to the program from home must be peanut, nut, wow butter free. Additionally, products that are labelled 'may contain nuts' are not permitted in program.
- There may be additional food restrictions based on participant specific allergies. The supervisor will communicate additional restrictions to families.
- If possible, label all lunch bags, food containers and water bottles with their child's name.
- We ask that all hot and cold foods be packed by a thermos or freezer pack as refrigeration or microwaves are not available

Participants' Belongings

- Please remember to label your child's clothing and belongings with their name.
- The Club is not responsible for lost or broken items.
- Please ensure you dress your child appropriately for the weather as outdoor play is an essential part of our day.
- If an item is misplaced, there is a lost and found at the Club entrance.

FAMILY ENGAGEMENT

Family Participation

We welcome, encourage, and value family participation in our programs. This may include volunteering in our programs or assisting with special events and activities. We appreciate and welcome family feedback and we strive to continually improve our programs to meet the needs of families, children and youth. There may be times throughout the year that we may ask for your feedback or suggestions through discussions, surveys, etc.

Parent/Guardian Concerns

BGC Kawarthas values open and honest communication. If you have issues or concerns about the program, please feel free to discuss them with the Supervisor and/or Coordinator of the program. The Program Manager and/or the Director of Operations is available if further support is needed. Communication may be verbal or in writing.

BGC Kawarthas is committed to providing excellent service and to:

- address complaints in a timely, fair, respectful and accountable manner;
- provide an opportunity to explain the problem, prompt action and ongoing follow up until the issue is resolved;
- ensure the process is accessible and open.

Please see [Appendix 6](#) for our complete policy on Parent Issues & Concerns.

Code of Conduct- Participants, Parents/Guardians

BGC Kawarthas maintains high standards for positive interaction, communication and role-modeling for participants. Harassment and discrimination will therefore not be tolerated by any party.

If at any point an employee feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the supervisor or manager.

Please see [Appendix 7](#) for our complete Code of Conduct- Participants, Parent/Guardian Policy

HEALTH & WELLNESS

Illness

There may be an increase to the number of illnesses your child experiences during the first a couple of months attending care. To reduce the spread of contagious illness we ask that families keep their children home when they are not feeling well and experiencing any one of the following symptoms:

- Fever
- Undiagnosed rash/skin condition
- Diarrhea
- Vomiting
- Head lice
- Persistent cough
- Lethargy and irritability and are not able to participate in program
- Pink eye
- Excessive runny nose

Families will be asked to pick up their child immediately if they are experiencing symptoms of illness, this is to keep other participants and staff healthy. A child that experiences vomiting, diarrhea or fever will not be permitted back into the program for 24 hours from the last occurrence. In addition, participants should not return to the program until they are ready to participate in all aspects of the program, including outdoor activities.

Communicable diseases or outbreaks, as defined by the local health unit, will be reported and guidelines provided by the health unit will be followed.

Administration of Medications

It is required by policy that we do not administer any medication unless:

- The medication authorization form is required to be completed in full by the parent/guardian prior to the medication being administered.
- The prescription medication is in the original container.
- All labels are intact and easy to read.
- Prescription medication is labelled with the correct child's name, medication name, dosage, time(s), length of time to administer and expiry date.
- If the medication is to be administered on an as needed basis the parent/guardian must state on the medication authorization form, the types of symptoms or reactions to be observed when the medication is necessary.
- Medication must be handed directly to the staff. Never leave any health care products in your child's bag or cubby.

Sanitary Practices

We have implemented sanitary practices to help promote a healthy environment for our participants, families, and staff. Employees model and support participants with proper procedures for routine hand washing before and after meals, food preparation and handling. The program space, toys and equipment are cleaned and sanitized on a regular basis.

Accidents & Reporting

When minor injuries occur, participants are cared for and an accident form is completed by the staff. This form will explain the incident in detail. At pick-up time the staff will review the accident with you, and ask if you would like a copy of the accident form.

In the case of a more serious injury, we will make every attempt to contact the parent/guardian. If we can not reach the parent/guardian we will contact the emergency contact person as noted on your registration form. If we determine the child requires immediate medical care an ambulance will be called. Communication to the parent/guardian will be facilitated immediately, if the parent/guardian can not be reached then the emergency contact person will be called.

Behaviour that Affects Safety and Well-being of Participants & Employees

BGC Kawarthas strives to meet the individual needs of all participants and families within our programs. We will work in partnership with your family to support your child's needs. If your child is displaying behaviour that is unsafe to themselves, other participants, or employees we may request the parent/guardian pick up their child immediately (someone is required to be available within 30 minutes to pick up). We will work with the family and the supports available to develop a plan to provide care safely. Wellbeing and safety of participants, families and our employees are our priority.

Playground Safety

Playgrounds are inspected in accordance with the guidelines. Routine maintenance and inspections, conducted daily, monthly and annually, will assist with ensuring that any defects or emerging problems are identified and addressed.

Each morning a staff person is responsible for thoroughly investigating our playground area to ensure that no remnants of harmful substances or vandalism are present. Playground equipment is checked on a regular basis and unsafe equipment is immediately removed for repair or disposal.

EMERGENCY PROCEDURES

BGC Kawarthas has an emergency management policy and procedure available to parents/guardians upon request. Families will be notified if an emergency occurs by the appropriate supervisor.

Fire Drills

Fire drills will be conducted on a monthly basis. Facilitation of fire drills will be documented.

Evacuation

In the event of a full evacuation from the program, please keep the following information in mind: Parents/Guardians will be contacted from the emergency shelter and informed of the situation and where they can pick up their child.

Due to unforeseen circumstances, we may need to contact you while your child is in our care. If there is a day you will not be available at the regular contact numbers provided on your registration package, please inform the staff when you drop off your child and confirm an alternate contact number.

C.P.R. & First Aid Training

Employees are required to have Standard First Aid and C.P.R. C (child and Infant) training.

APPENDIX 1

Prohibited Practices (as outlined by the CCEYA)

No licensee shall permit, with respect to a child receiving child care at a child care centre it operates or at a premise where it oversees the provision of child care,

- (a) corporal punishment of the child;
- (b) physical restraint of the child, such as confining the child to a high chair, car seat, stroller or other device for the purposes of discipline or in lieu of supervision, unless the physical restraint is for the purpose of preventing a child from hurting himself, herself or someone else, and is used only as a last resort and only until the risk of injury is no longer imminent;
- (c) locking the exits of the child care centre or home child care premises for the purpose of confining the child, or confining the child in an area or room without adult supervision, unless such confinement occurs during an emergency and is required as part of the licensee's emergency management policies and procedures;
- (d) use of harsh or degrading measures or threats or use of derogatory language directed at or used in the presence of a child that would humiliate, shame or frighten the child or undermine his or her self-respect, dignity or self-worth;
- (e) depriving the child of basic needs including food, drink, shelter, sleep, toilet use, clothing or bedding;
or
- (f) inflicting any bodily harm on participants including making participants eat or drink against their will.

The Early Childhood Educators role in behaviour management is to maintain a positive environment while modelling appropriate behaviours and explaining reasons for rules and boundaries. By doing this we hope to promote and encourage positive behaviours and assist in achieving a sense of self-discipline while fostering self-esteem.

The Ministry of Education provides strict guidelines to discipline. If the child care staff must implement behaviour management strategies the following guidelines will be followed.

- 1) In a calm, clear and firm voice inform the child that what they are doing is not acceptable and direct them to stop. Offer alternatives to the behaviour. Ensure all staff are consistent in enforcing the discipline procedure.
- 2) **Volunteers** are not expected to take on a major role in disciplining participants. If youth (s) do not respond to your low-key message then consult the program staff who will deal with the matter according to procedure
- 3) If the behaviour continues, then the child should be informed again that the behaviour is not acceptable and redirect the child to another positive alternate activity. Inform the child that if the behaviours do not stop, they will be removed from the activity for a "Time away" period. This should be stated clearly, so that the child understands exactly what will happen if they does not comply. Explain what a time away is; the child may not know what you mean by TIMEOUT.

Don't fall into the "attention seeking game". A friendly and caring relationship with staff helps the child feel valued and secure, and the child doesn't have to work so hard at making their feelings known.

- 4) "Time away" procedures should be implemented in such a way that they are not embarrassing to the child, and the time frame should be only as long as it takes for the child to return to the activity and interact within the rules.
- 5) In the case where the child returns to the activity but continues to misbehave, consult with your supervisor

- 6) The Supervisor may decide to speak with the child and/or remove him/her from the activity. Removal must be performed in a safe and secure manner for all involved individuals. The Supervisor or designate should also consult with the child and/or the parents/legal guardians, as to why they are misbehaving, i.e., the child may just be very excited about the activity and then gets into trouble and may need to be calmed down. Some other reasons that may cause a child to act out are frustration, too many challenges, too many demands, too little space, and not understanding the instructions, and fatigue.

Remember to have staff use “positive reinforcement” when the child does the activity properly. Every child is unique and may respond differently to direction. Redirection should be implemented so that the child’s dignity and self-worth is enhanced not hurt. Remember that new participants will need a sensitive and flexible settling-in period. This starts with the relationship you build with the child and the child’s family in recognizing that participants cope with change and new experiences differently. When you see a child acting out, they may not feel comfortable in the group or know the rules.

Parents/legal guardians should always be informed. When there is a feeling of mutual respect and interest in assisting with improving the child’s behaviour, parents then feel supported.

- 7) In cases where the misbehaviour endangers the client, others or the physical/emotional environment of the club the leader should firmly limit the behaviour to ensure safety is maintained.

APPENDIX 3

Wait List Policy

It is the policy of all licensed child care programs and some authorized recreation programs within BGC Kawarthas to have a wait list policy and procedure in place. Every staff shall be made aware of the policy and procedure prior to commencement of employment

Purpose

To comply with the Licensed CCEYA requirements

Procedure

1. There is no charge or fee for placement on the wait list.
2. When a space becomes available:
 - The space will be offered to the first child on the list that fits the following criteria
 - Staffing
 - Ratios
 - Age of child
 - Days available
 - Continual spot
 - Exceptions may be made for children with siblings within the Club
 - Parents have three (3) business days, from the date of offer, to decide if they would like to accept the space/spot offered.
 - If parents pass on the spot, it will be offered, in order, to the next family on the wait list.
 - If a family passes on a spot they can remain on the list, if they choose, and wait to be offered a space at a more ideal time for them.
3. Full time takes priority over part time spaces on the waiting list.
4. The wait list will be kept in a secure location. Information on the wait list is available to staff and the family of that child only.
5. Our wait list policy is available in our parent handbook, on our website and available by request.
6. Our wait list policy and procedure will be reviewed before staff, volunteers or students commence employment, annually and when changes or updates are made.
7. This policy is to be monitored for compliance and contraventions on a bi-annual basis.

APPENDIX 4

Program Disclosure Attestation

At our the BGC Kawarthas Lindsay Location (107 Lindsay St. S.) we provide the following Licensed Programs (Licensed programs adhere to the Child Care & Early Years Act, Ministry of Education)

Program	Room	Time
Kids In Motion- Toddler & Preschool Program	<ul style="list-style-type: none"> Toddler 1,2, Preschool A, B, C 	6:30 am – 6 pm
Kids In Motion- Primary/Junior Before School	<ul style="list-style-type: none"> Gym 1, 2 Mini-Gym 	6:30 – 9 am
Kids In Motion- Kindergarten Before School	Kindergarten 1 & 2 Room	6:30 – 9 am
Kids In Motion- Kindergarten After School	Kindergarten 1 & 2 Room	3 – 6 pm
Kids In Motion- Kindergarten Full Day Program (PA Days, Summer, Holiday Break, March Break)	Kindergarten 1	6:30 am – 6 pm

At our BGC Kawarthas Lindsay Location (107 Lindsay St. S.) we provide the following Authorized Recreation After School Programs (Unlicensed programs)

Program	Room	Time
Authorized Recreation After School Program (Grades 1 – 6)	<ul style="list-style-type: none"> Computer Room Games Room Craft Room Gym 1 & 2 Mini Gym Peak Climbing Wall Homework Room Hub Atrium 	3 – 6 pm
Camp Programs- Ages 5 – 12 years (PA Days, Summer, Holiday, & March Break)	<ul style="list-style-type: none"> Computer Room Games Room Craft Room Gym 1 & 2 Mini Gym Peak Climbing Wall Homework Room Hub Atrium 	6:30 am – 6 pm
Authorized Recreation Tween Program (Grades 7 -8)	Warehouse- Tween Room	3 – 6 pm

At our the BGC Kawarthas Mariposa location we provide the following Licensed Programs (Licensed programs adhere to the Child Care & Early Years Act, Ministry of Education)

Program	Room	Time
Mariposa Before School- Kindergarten (JK & SK)	#111	7:00 am – 9:15 AM
Mariposa Before & After School Program- Kindergarten to Grade 6	#111	3:30 pm – 6 pm

At our BGC Kawarthas Mariposa Location we provide the following Authorized Recreation Programs (Unlicensed programs)

Program	Room	Time
Mariposa Before School- Gr. 1 – Gr. 6	#220	7:00 am – 9:15 am

At our the BGC Kawarthas Dunsford location we provide the following Licensed Programs (Licensed programs adhere to the Child Care & Early Years Act, Ministry of Education)

Program	Room	Time
Dunsford After School- Kindergarten (JK & SK)	Gramma’s Attic	7:00 am – 9:15 AM

At our BGC Kawarthas Dunsford Location we provide the following Authorized Recreation Programs (Unlicensed programs)

Program	Room	Time
Dunsford After School (Gr. 1 – 6)	3217	3:30 pm – 6 pm

APPENDIX 5

Late Pick Up Policy

Rationale

To ensure that all families are aware of club hours of operation and the late pick-up policy.

Policy

Families are required to pick up and depart the Centre/Program by the posted closure time. The Centre clock will be used as the official time.

First Recorded Late Arrival

The coordinator or designate will ask to speak with parent/guardian privately and explain hours of operation and the Clubs policy for families going forward. Parent/Guardian will be asked to sign the Family/Late Arrival Form (Appendix ZD) to confirm they were notified of the Late Pick-Up policy.

Second Recorded Late Arrival

The coordinator or designate will ask to speak with parent/guardian privately and explain hours of operation and will review signed Family Late Arrival Form with a record of the first recorded late arrival warning. Parent/Guardian will be asked to sign the Second Recorded Late Arrival section of Family Late Arrival Form. Parent/Guardian will be informed that their account will be billed and this will be the ongoing procedure for late pick ups.

Additional Late Arrivals

The coordinator or designate of the program will speak with the parent/guardian and will review the hours of operation and will also review the Family Late Arrival Form and the signatures associated. Parent/Guardian will be informed that fees will be billed to their account. Coordinator or designate will discuss with parent/guardian what the barriers are for them to arrive at the program on time. The parent/guardian and staff will discuss and action plan to ensure the child(ren) will be picked up within the hours of operation.

The coordinator or designate will update the Family Tracking Form (Appendix ZE), which will be kept in the Supervisor Binder.

Late Fee Structure

Families will be charged \$20 per half hour or part thereof per child. For further clarification if a family picks up their child anytime between 6:01 - 6:30 they would be subject to the \$20 fee. This fee will be added to family accounts and will be subject to all policies regarding account balances.

APPENDIX 6

Parent Issues & Concerns Policy

Purpose

The purpose of this policy is to provide a transparent process when individuals bring forward for issues and concerns related to Club and Foundations services/ programs. This also includes the licensed child care programs - Dr. George Hall, Kids in Motion, Dunsford After School Licensed Program and Mariposa After School Program. The Club is committed to providing excellent service and to:

- address complaints in a timely, fair, respectful and accountable manner;
- provide an opportunity to explain the problem, prompt action and ongoing follow up until the issue is resolved;
- ensure the process is accessible and open.

Issues and concerns regarding BGC Canada (BGCC) or other BGC's or other Club Foundations are to be directed to the Club itself. Each BGC or Club Foundation is independent and autonomous, overseen by its own board of directors. If there is a concern or complaint about a different Club/Foundation, individuals are asked to contact the specific Club/Foundation's Executive Director or Board Chair. If it is not addressed individuals may contact BGCC Vice President of Member Services.

Definitions

Licensee: The individual or agency licensed by the Ministry of Education responsible for the operation and management of each licensed child care centre it operates (i.e., the operator). BGC Kawarthas licensee include Dr. George Hall and Kids in Motion child care centres.

Staff: Any individual employed by the Club and licensed programs (e.g., program room staff).

Policy

We encourage regular discussions with staff to build positive relationships, discuss participant's experiences and continuously improve strategies. Our core values and licensed program statement support positive and responsive interactions among the individuals we serve including program participants, parents/guardians, staff, volunteers, and donors. We foster ongoing engagement of and personal communication about programs and services, and participants. Our staff are available to engage in conversations and support a positive experience during every interaction.

All issues and concerns raised are taken seriously and will be addressed. Every effort will be made to address and resolve issues and concerns to the satisfaction of all parties and as quickly as possible.

Issues/concerns may be brought forward verbally or in writing. Responses and outcomes will be provided verbally, or in writing upon request. The level of detail provided will respect and maintain the confidentiality of all parties involved.

An initial response to an issue or concern will be provided within 7 business day(s). The person who raised the issue/concern will be kept informed throughout the resolution process. Investigations of issues and concerns will be fair, impartial and respectful to parties involved.

Process for issues or concerns

1. Individuals with an issue/concern are encouraged to talk with the staff who is most connected to the concern/situation. Concerns or complaints will be directed to the appropriate person.
2. This relevant staff will document the concern, including name and contact information, date, a description of the complaint, process for resolution and the final resolution or decision. Through this transparent process the goal is to have issues or complaints addressed to the individual's satisfaction. The individual with the issue will be kept informed if there are more steps required.

3. If the issue or concern is not resolved or if the individual is uncomfortable discussing the issue with the relevant staff, the supervisor of the staff can be informed.
4. If the staff is not able to resolve the complaint to the satisfaction of all parties, concerns will be referred to the senior staff of the program. The individual with the issue will be kept informed at each step.
5. The senior program lead may choose to bring the complaint forward to the manager or managing director or designate for review and advice.
6. If required the Executive Director will be informed and determine appropriate action or recommendations and an appropriate process to inform the individual with the issue will be determined. It is the responsibility of Club/Foundation staff to implement the recommendations.

Guidelines for implementation of issues or concerns

1. The initial response to an issue or concern should occur as soon as possible and not longer than 7 days from receiving the complaint. Every effort will be made to review and respond to a complaint within 30 days.
2. Documentation about the issue or concern will be kept in a lockable cabinet in a file separate from any other file related to the stakeholder.
3. It is the responsibility of all employees to have a working knowledge of the complaint resolution process and to cooperate with the processing of complaints.
4. Senior management will track trends identified through the issues or concerns resolution process and annually review the number, type and disposition of issues or concerns received.

Confidentiality

Every issue and concern will be treated confidentially and every effort will be made to protect privacy, except when information must be disclosed for legal reasons (e.g., to the Ministry of Education, College of Early Childhood Educators, law enforcement authorities or a Children’s Aid Society). There will be no repercussions to someone bringing forward issues or concerns in good faith.

Conduct

We maintain high standards for positive interaction, communication and role modeling for participants. Harassment and discrimination will therefore not be tolerated from any party.

If at any point anyone (including but not limited to parents/guardians, and staff) feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to the program supervisor.

Concerns about the Suspected Abuse or Neglect of a child

Everyone, including members of the public and professionals who work closely with children and youth, is required by law to report suspected cases of child abuse or neglect.

If a parent/guardian expresses concerns that a child is being abused or neglected, the parent will be advised to contact the [local Children’s Aid Society](#) (CAS) directly.

Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the “Duty to Report” requirement under the *Child and Family Services Act*.

Escalation of Issues or Concerns

Where individuals are not satisfied with the response or outcome of an issue or concern, they may escalate the issue or concern verbally or in writing directly to the Clubs Executive Director.

Issues/concerns may also be reported to other relevant regulatory bodies (e.g., local public health department, police department, Ministry of Environment, Ministry of Labour, fire department, College of Early Childhood Educators, Ontario College of Teachers, College of Social Workers etc.) where appropriate.

APPENDIX 7

Code of Conduct- Participants, Parent/Guardian

Policy

There is zero tolerance for bullying, racism, sexual harassment, substance abuse and disrespectful behaviour towards others, equipment and facilities. Measures will be implemented if required to support a positive environment that is respectful and emotionally and physically safe for everyone.

Expectations

- Participants, Parents/Guardians, Spectators/Visitors will **respect themselves, respect others, respect the environment.**
- Use appropriate, kind, and positive language, avoid causing bodily harm to themselves and others, and conduct themselves in a manner that includes mutual respect, fairness, integrity, and open communication.
- The environment will be welcoming and inclusive, where everyone is treated with respect and equally supported.
- Behaviours that are deemed aggressive and/or disrespectful will not be tolerated. Discrimination is prohibited.
- Participants will keep mobile devices with their belongings. This is at the supervisor's discretion based on individual and/or program needs.
- Behaviours that do not align with the Code of Conduct will not be tolerated.
- Positive behaviour is encouraged, and negative behaviour will be addressed. Direct service staff will support participant issues, and supervisors will communicate with parents, guardians or caregivers.
- If unacceptable behaviour continues, the program coordinator and manager may suggest a meeting to discuss a plan.
- Situations that cannot be resolved may result in removal from a program or facility. In extreme cases, the police may need to be contacted. The police play an essential role in making our communities safer.
- Incidents will be documented on an Incident Report form when required.

If your child is displaying behaviour that is cause for removal from program, we request the parent/guardian pick up their child immediately, someone is required to be available within 30 minutes to pick up.

Cause for removal may include, but are not limited to:

- Improper use of mobile devices.
- Using or possessing alcohol or illegal chemicals.
- Smoking or vaping on property.
- Carrying, concealing a weapon or any device or object that may be used as a weapon.
- Harassment, intimidation, gestures, negative body language, or threatening behaviour.
- Physical contact that is in anger, aggressive, inappropriate or threatening.
- Verbally abusive behaviour, including angry or vulgar language, swearing, name-calling or shouting
- Sexually explicit conversations or behaviour or any sexual contact with another person.
- Loitering within or on the grounds of the Club.
- Theft or vandalizing behaviour that results in the destruction or loss of property
- A pattern of continued inappropriate behaviour.
- Behaviour that is deemed morally, physically or mentally disruptive to the well-being of others.

APPENDIX 8

Recording Attendance, Safe Arrival, Greetings and Departure of Participants

REFERENCE: HIGH FIVE # 2.4.1 & # 2.5.1
CCEYA 137/15

RATIONALE

To protect the safety and security of all participants by ensuring that each participant registered for a program is accounted for during the program's hours of operation. To ensure there is a process for safe arrivals, greetings and departures of participants and that parents/guardians are informed of these procedures. To protect the safety of participants by ensuring that program employees note each participant's arrival, that they are alerted to the absence of any participant and that they release participants only to authorized individuals.

POLICY

Employees and volunteers follow all policies to ensure safe and secure greetings and departures for all children and youth programs. BGC Kawarthas will ensure that any child participating in a care program is only released to the child's parent/guardian or an individual listed on the child's authorized pick-up list. A record of the daily attendance for each participant received in a registered Club program shows the time of arrival and departure of each participant or if a participant is absent.

Where a parent/guardian provides written instructions for the release of their child, the child must be at least 10 years of age to be released from a Club program without supervision. The parent/guardian will provide written instructions that will include the specified time the child will be released. The parent/guardian is aware that the Club program is no longer responsible for that child upon their dismissal.

Where a participant does not arrive in care as expected or is not picked up as expected, employees must follow the safe arrival and dismissal procedures as set out in the procedure below.

PROCEDURE

Designated employees will record daily attendance for each participant registered program to confirm their presence before the safe arrival call.

Employee Qualifications

Employees shall be trained in the attendance, safe arrival, and release of participants.

Registration Information

- Upon registration, parents/guardians are required to identify in writing the following:
 - Phone numbers where the parents/guardians can be reached during program hours.

- Name and phone number of at least one emergency contact but will strive to have parents/guardians provide two emergency contacts, if the parents/guardians cannot be reached.
- Parents/guardians are advised upon registration of the attendance, safe arrival, and dismissal procedures. The Recording Attendance, Safe Arrival, Greetings and Departure of Participants Policy will be included in the Family Handbook.

Sign-In Procedure- Accepting a Participant to a Care Program

When accepting a participant to a care program an employee will:

1. Greet parent/guardian and participants in a friendly manner
 - For Licensed child care programs, the employee will connect with the parent/guardian, for example, ask how the child's evening/morning has been and provide the parent/guardian with an opportunity to communicate any changes to their pick-up schedule.
2. If a parent/guardian indicate that someone other than the child's parent/guardian will be picking up, the employee must confirm that the person is listed on the child's authorized to pick up list, where the individual is not listed, ask the parent/guardian to provide authorization for pick up and update their authorized to pick up list on their registration form.
 - For Licensed child care programs document the change in pick-up procedure in the daily written record.
3. Records participant's name and time of arrival.
4. Direct parents/guardians to the location of their child's group.
5. Program supervisors will collaborate with reception to ensure attendance lists are accurate and updated.
6. Contact the supervisor with any concerns or problems.

Safe Arrival – When a Participant has not Arrived in Care as Expected

1. Where a participant does not arrive at the care program and the parent/guardian has not communicated a change to drop off or provide notice of their child's absence, the designated employee shall facilitate a quick scan of the area immediately around the program location to see if the participant is on site. The participant cannot be located, the employee will:
 - Contact the participant's parent/guardian no later than 10:00 am (for before school and full day programs). Employees may contact the parent/guardian using phone, email, or SeeSaw (communication app).
 - If the employee does not make contact with the parent/guardian through the primary line of communication, the employee will call the parent/guardian's work place and additional contact numbers they have provided. If a voicemail system is available the employee will leave a detail message and ask the parent/guardian to contact the Club immediately.
 - The employee will call the participant's emergency contact number(s) if the parent/guardians cannot be reached at work or home.
 - The employee will call the supervisor to seek further direction and assistance if they are not able to reach any of the above to confirm the participant's absence from care.
 - The supervisor will ensure the appropriate action will be take to support the safety of the participants. An incident report will be completed to document detail of the situation.
2. Once the participant's absence has been confirmed, the employee shall document the participant's absence on the attendance record/sign-in/out form. For licensed child care

programs any additional information about the child's absence will be documented in the daily written record.

3. For after school programs operating in schools. The employee will communicate with the school when a participant has not arrived to program. If the school confirms the child's absence or change to the participant's schedule the employee will document the participant's absence on the attendance record/sign-in/out form. For licensed child care programs any additional information about the child's absence will be documented in the daily written record. If the school cannot confirm the child's absence, then the employee shall follow step 1. as listed above.

Departure - Releasing a Child from a Care Program

1. The employee will ensure participants are only released to individuals approved by the parent/guardian and on the parent/guardian's authorized to pick-up list.
2. Where the employee does not know the individual picking up the child:
 - The employee will confirm with another employee that the individual picking up the participant is the child's parent/guardian/authorized individual.
 - Where the above is not possible, ask the parent/guardian/authorized individual for photo identification and confirm the individual's information with the parent / guardian / authorized individual's name on the participant's file or written authorization.
3. Record the departure time of each participant exiting the program.
4. Sign out participants on the evening shuttle using the list provided by the shuttle driver. Participants are not to be signed out before they are lined up and ready to leave on the Club vehicle.
5. If an authorized recreation participant's group is not inside the Club, the sign in/out employee will provide the authorized pick-up individual with a form to provide the program employee. The form will state the authorized individual's name and that they have been approved to pick-up the noted participant. The authorized pick-up individual will be instructed to provide the form to the program employee at the location shared. Upon review of the form, the program employee can release the participant to the authorized individual.

Program Closed and/or Participant has not Been Picked up as Expected

1. Where a parent/guardian or authorized individual who was supposed to pick up a participant from care and has not arrived by program closing time, an employee shall ensure that the participant is supervised and provided an activity, while they await their pick-up.
2. An employee will proceed with calling the parent/guardian to advise that the child is still in care and inquire about pick-up time. In the case where the person picking up the child is an authorized individual rather than the parent/guardian, the employee shall contact the parent/guardian first and then proceed to contact the authorized individual responsible for pick if unable to reach the parent/guardian.
3. If the employee is unable to reach the parent/guardian or authorized individual who was responsible for picking up the child, the employee shall contact the participant's emergency contacts on file.
4. Where the employee is unable to reach the parent/guardian or any other authorized individual listed on the participant's file (e.g., the emergency contacts) 60 minutes after the closing time the employee shall proceed with contacting the local Children's Aid Society

(CAS) Lindsay CAS: 705-324-3594, Peterborough CAS: 705-743-9751 Employee's shall follow the CAS's direction with respect to next steps.

Dismissing a Participant from Care Without Supervision

1. Where a parent/guardian has provided written authorization for their child to be released from care without supervision, an employee at the Club must be responsible for dismissing the child from care.
2. Prior to dismissing the participant from care, the employee shall review the written instructions for release provided by the parent/guardian and release the participant at the time set out in the written instructions. The employee shall document the time of departure from care as well as their initials on the attendance record/sign in-out form.

General

1. Ensure the participants do not hang out at sign-in and lobby areas at any time.
2. Direct visitors to the reception or supervisor.

Attendance Documentation:

- Attendance records include information to support the participant's safety and meets compliance requirements under the CCEYA and HIGH FIVE.
- Appropriate program attendance forms are used to record each participant's name, the date, an indication of whether a participant was present, absent or late and any specific comments with regard to a participant's attendance (e.g., a note to indicate that parents/guardians verbally advised the program that their child would be absent or late on a particular date). Each form is labelled and includes the program name and location.
- Employees are trained on attendance procedures that include when to conduct attendance, recording attendance accurately, neatness, confidentiality, secure storage of forms and what to do if a participant is late or absent.
- A routine is established whereby attendance is taken within the first 10 minutes of the program's scheduled start time. Attendance is also taken regularly; whenever there is a break in the program, after a significant transition within a program (e.g., as participants board a bus to return to their program site during a field trip).
- Program employees will have access to participants' records should they need a parent/guardian or emergency contact phone number to follow up on an absent participant (e.g., participant information is available through Active Net or if off-site, registration forms are kept in a program binder carried by the program employee).
- After daily attendance, forms are stored in a designated spot that ensures confidentiality and accessibility should they require them.
- Supervisors conduct random spot checks to monitor adherence to the policy and procedures.

Sports & Recreation Programs

1. Employees working in sports and recreation programs where parents/ guardians are required to be in attendance check participants on the attendance sheet and let the supervisor know which participants are not present.



PARENT/GUARDIAN AUTHORIZATION FORM

We look forward to having you and your children as part of our program.

I have read and understand the entirety of the Authorized Recreation Family Handbook.

Parent/Guardian Name

Parent/Guardian Signature

Date

Please detach this page from the Family Handbook and return to your child's program/educator.